

METRO REPORT

A publication of the New York Metro Region Operations Unit

March 3, 1993

Volume 1 Issue 4



Introducing
Personnel Personals
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Bus Ride to Washington March 9, 1994

The Tobacco Action Coalition (TAC), a grassroots group formed to fight unfair taxation on the tobacco industry is organizing a rally in Washington, D.C., on Wednesday, March 9, 1994, to show opposition to the proposed increase in the federal excise tax (FET) on cigarettes. Employees will travel to Washington, D.C., by bus, visit elected officials and march to the White House.

The New York Metro Region has chartered two buses for employees interested in attending the rally.

For more information and reservations contact ROM Rory O'Rourke (908) 225-3765. The buses are filling fast.

**WINSTON SELECT
Lights**

**OUT OF STOCKS
RATES on page 3.**

If I were to summarize in one sentence the single most important principle I have learned in the field of interpersonal relations, it would be this: Seek first to understand, then to be understood.

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Contracts...

1994 Quarterly Contract Pay Register Schedule

Below right is the 1994 Quarterly Contract Pay Register Schedule. Please retain this schedule for future reference.

The procedures and guidelines for Pay Register approvals are the same as last year, except for the addition of the Projected Preliminary Contract Pay Register. The Projected Preliminary Contract Register was added to help facilitate the approval process by allowing reviews to occur earlier.

For customers to receive early payment, the pay register must be approved by the first Field Sales approval date (Week 1). Payment of pay register amounts approved in the last three week period will not be made until the end of this period. The dates the checks will be mailed are indicated on the attached schedule.

Please Do Not Wait until the last week (Week 4) of the approval period to approve all of your Pay Register accounts.

Approvals should be "spread" over the last three week period to avoid unnecessary processing delays. Recently, we have had most approvals being made in the last week of the approval period and this has caused check processing problems.

Please call the R.O.U. if you have any questions.

Better Communication

- Avoid saying "I don't know." *Better:* "That's a good question. Let me check and find out."
- Never start a sentence with the word "No." *Better:* Turn every answer into a positive response. "I'm unable to meet with you tomorrow. Can I see you on Friday?"
- Avoid the word *but*—it negates the message that precedes it.
- Don't use the phrase "I'll try," which really means you're probably not going to do what you say you will do.

Chris King, creativity consultant and author of *125 Ways to Develop Your Personal and Professional style*.

...more contracts

Savings Display Contract (item #269843)

It has been brought to our attention that there has been an error in some of the above referenced contracts. This error involved miscollating of contracts which resulted in the SCPO contract having cigarette outlet contracts as the carbonless copies.

This error has been corrected on all copies in inventory and we recommend that contracts in the field be double-checked prior to signing.

Hope this has not caused you an inconvenience.

Contact the R.O.U. if you have any questions.

1994 QUARTERLY CONTRACT PAY REGISTER

ACTIVITY	1st Q	2nd Q	3rd Q	4th Q	
Projected Prelim.	3/12/94	6/11/94	9/10/94	12/10/94	
Preliminary Pay Reg.	4/2/94	7/2/94	10/1/94	12/31/94	
Field Sales Approval:					
Week 1	4/7/94	7/7/94	10/6/94	1/5/95	51853
Week 2	4/14/94	7/14/94	10/13/94	1/12/95	5853
Week 3	4/21/94	7/21/94	10/20/94	1/19/95	
Week 4	4/28/94	7/28/94	10/27/94	1/26/95	
Customer Checks Dated and Mailed:					
Week 1	4/11/94	7/11/94	10/11/94	1/9/95	
Week 2-4	5/2/94	8/1/94	10/31/94	1/30/95	

REMINDER

1 800 862-2525

call this number to report an anti-smoking activities that may be going on in your local area.

1994 TEMPORARY PACK DISPLAYS

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1994 TEMPORARY CARTON/PACK DISPLAYS

1 800 RJR TALK

SECRETS OF A WINNING PERSONALITY

Most of us like associating with intelligent, upbeat, outgoing people. Friendliness and openness make others feel wanted and appreciated.

That is why people who have these characteristics are often admired by others and are successful in their business dealings. They often know many people who are only too glad to do favors for them or help them overcome life's difficult hurdles.

INTEREST IN OTHERS

A winning personality is built on a genuine liking for people combined with an honest curiosity about their interests. The best salespeople are not those who talk the most but those who take the time to listen and find out as much as they can about the people with whom they do business. *Example:* A successful salesman develops relationships with all his/her customers and stays in constant contact with them for years—even with those who currently are not ready to buy. He does not limit his relationships to just sales calls...he spends friendly time with them—away from the office—to discover their personal interests.

You aim in dealing with people should not be to impress them with your conversational skills but to find out what makes them tick.

DEVELOPING A WINNING PERSONALITY

•**Learn to present yourself.** Be natural, and don't try to make a false impression. Be confident about who you are and about what you believe. If you have to pretend to like other people, it's probably because you really don't like yourself. After you learn to accept yourself, it will be much easier to win over others.

•**Trust your instincts.** Sometimes you find that you just don't like someone. When that happens, look into yourself. Perhaps the person reminds you of someone with whom you previously had a bad experience...or something about the individual triggers a long hidden negative feeling about yourself.

If the perceived similarity is only superficial, you should overcome it. If, however, you can't find any reason for your feeling, your intuition is probably sending a bad message based on experience.

Unless you *must* deal with someone you find incompatible, the wisest course is to stay away from him. You will be most successful when you work with people you like.

•**Study the other person's character.** Many of us are drawn to people with charismatic personalities. But if the relationship always involves you giving and the *other* person taking, it is unfair and unlikely to provide lasting benefits.

Before you decide to be close friends with someone rather than just acquaintances, look carefully at

his character. See whether new colleagues or business associates...

- Accept responsibility.
- Carry through on their promises.
- Keep you informed.

People who are happy, successful, secure and well-adjusted are not usually actively looking for new friends. Remember this when you're dealing with others...and make sure your own personality satisfies this important criterion: A *true* winning personality is based on character, not just charm.

Samuel A. Cyperf, Masco Corp.
excerpted from Bottom Line, 2/15/94

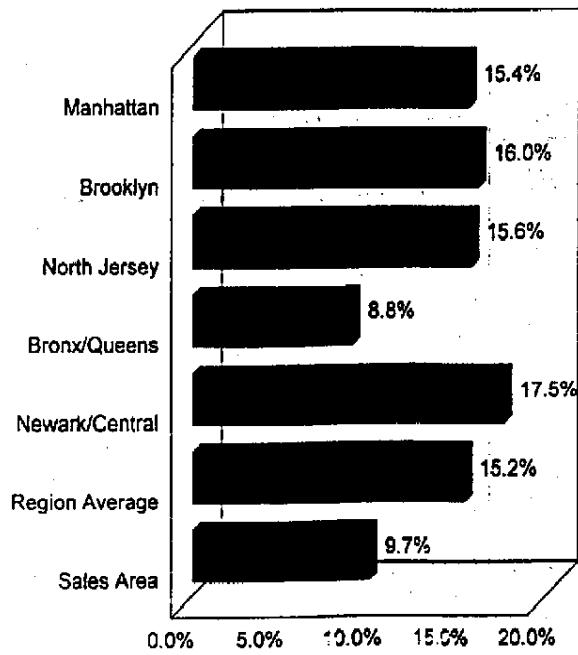
TO REPORT ACCIDENTS

1 800 7 KEMPER
(1 800 753-6367)

Never, never, never, never
give up.

—Winston Churchill

WINSTON Select Lights Out-of-Stock Rate (as of February 28, 1994)



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From the desk of **Nick Kuruc**:

Did you know cigarette facts about retail outlets:

• *The average cigarette purchaser in supermarkets tends to be: female, older, (50+), and with a household income between \$ 25,000 and \$ 50,000.*

• *When supermarket carton shoppers find their favorite cigarette brand out of stock, 68% will buy down to a pack, and 17% will go somewhere else.*

• *32% of supermarket shoppers take advantage of coupons or special offers.*

• *Cigarette buyers in convenience stores tend to be more often male and adults 18-34 years old.*

• *When convenience store shoppers who purchase cigarettes only by the pack find their usual brand out of stock, almost half (45%) will choose to walk out of the store without purchasing cigarettes. Among shoppers who would elect to go to another store, over 40% will buy other items as well.*

The Stock Market: (at close 3/1/94)

RJR NABISCO - 67/8
change - down 5/8 from week of 2/23/94

CIP Pre-Tax Contributions Limitation for 1994

The Internal Revenue Service has announced that participants in 401 (k) plans can contribute up to \$9,240 in pre-tax contributions for calendar year 1994.

As a reminder, participants in the RJR Nabisco Capital Investment Plan (CIP) can contribute up to 16 percent of their eligible compensation on a pre-tax basis until the above dollar limit is reached.

Participants in CIP can change their payroll deduction amounts by calling CONNECT at (800) 358-3505.



PERSONNEL
Personals

• **Belated Birthday** wishes go out to: 1225-Dan Many; 1229-Steve Grossberg, Harvey Cruz, Chester Murray; 1230-Ritz LaBerge, Lou Belardo.

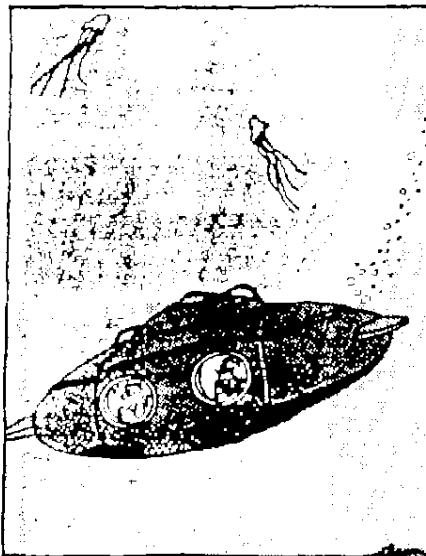
• **New Baby Boy!**

Congratulations to SAM Charlie DiBenedetto and his wife who gave birth to Charles Anthony III on February 25, 1994.

• **Congratulations** to Michael Cobucci, who was made an Eagle Scout.

Opportunity is missed by most people because it is dressed in overalls and looks like work

Thomas Edison



The living hell of Maurice, Jacques Cousteau's cat

1994 Permanent POS

Allocations of all 1994 Permanent POS have been made to each division. Consult your division manager for further details.

1994 Temporary Displays

Please consult the insert sheet for a description of the Temporary displays available in 1994. In addition to those on the insert sheet there is an inventory of Summer 1993 C&D Temporary displays. If you have any questions please leave a message on VM ext. 78327.

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